



Terms and conditions – 2008/9

Please read the following carefully.

Merinannies act as an introductory agent only and our role is simply to allocate a nanny to you: the nanny is not employed either directly or indirectly by Merinannies and, although Merinannies will check the references provided by the nanny and make every effort to match your requirements regarding experience/interests of individual nannies, we give no guarantee as to suitability or experience of the nannies we allocate. Under normal circumstances the same nanny/nannies will be allocated for the entire booking. However, in some cases eg. illness, it may be necessary for a replacement nanny to complete the booking, even if the original nanny has already started. This will not be accepted as a reason for the client to cancel the booking and no monies will be refunded in this case.

Once your nanny's details have been passed to you, we strongly advise you to contact her and check that she is suitable and that she meets your specific requirements. We will however provide you with a profile of the nanny, which has been provided to us by him/her. If you have any further queries regarding the profile, please contact the agency or the nanny direct. Your nanny will have a copy of your booking and all the necessary details. Any problems regarding suitability must be communicated to us before you start to use the nanny or/ and commit to the booking by paying a deposit.

Deposits/ introductory fee

A 25% deposit is required (payable to your nanny) and the introductory agency fee agreed with Merinannies (payable to E.Pozerskis).

The agency fee is not refundable under any circumstance.

Full payment to your nanny is required 8 weeks prior to the booking date and it should be sent to the nanny direct (the agency will advise you how to do this).

Remember the agreement is between you and the nanny with us merely acting as an introduction agency.

No booking will be confirmed and secured with us until we receive the agency fee and the deposit to the nanny (unless arranged otherwise eg last minute bookings).

Confirmations of bookings and receipts are sent by email to the client by the agency. For last minute bookings confirmation will be sent by telephone call or a text.



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Cancellation by the nanny (the agency fee is not refundable)

If through circumstances beyond the nanny's control your booking is cancelled, Merinannies hold no liability whatsoever and compensation will not be payable by Merinannies. Once the booking is made and the nanny allocated, Merinannies passes on the arrangement to you and thereafter the agreement is between you and the nanny. For any problems or complaints these should then be directed to your nanny. If the allocated nanny is not able to carry out the services, and she cannot offer you a replacement, refunds of monies paid to her should be returned by negotiation with your nanny. If the nanny cannot fulfil the entire booking, eg. due to illness, then the nanny (or the agency) will try to offer you a replacement for the period they are sick.

Illness

If your child has a contagious disease during your holiday, then the nanny reserves the right to cancel part or all of your booking. In this case no refund will be given.

Cancellation by You (the agency fee is not refundable)

If the booking is cancelled by you, a cancellation charge will be made as follows:

Period before booking commences	Cancellation charge percentage of the total booking cost
Before 57 days	loss of deposit
43 - 56 days	25%
29 - 42 days	50%
15 - 28 days	75%
0 - 14 days	100%

Payments

These are agreed at the time of the booking and paid to the agency and nanny separately.

Thank you for booking with us.

We wish you a happy holiday.